

FIG. 1

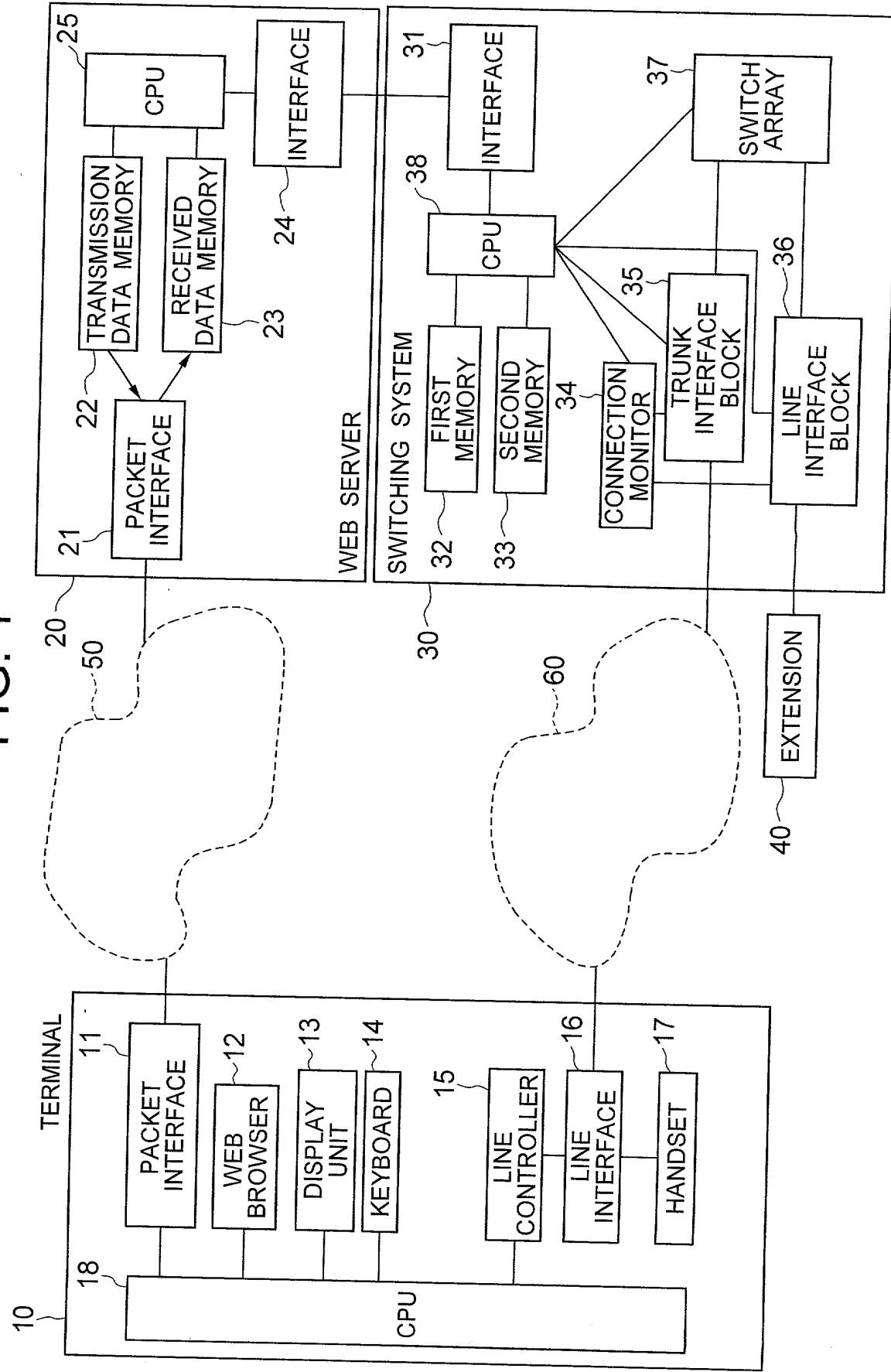


FIG. 2

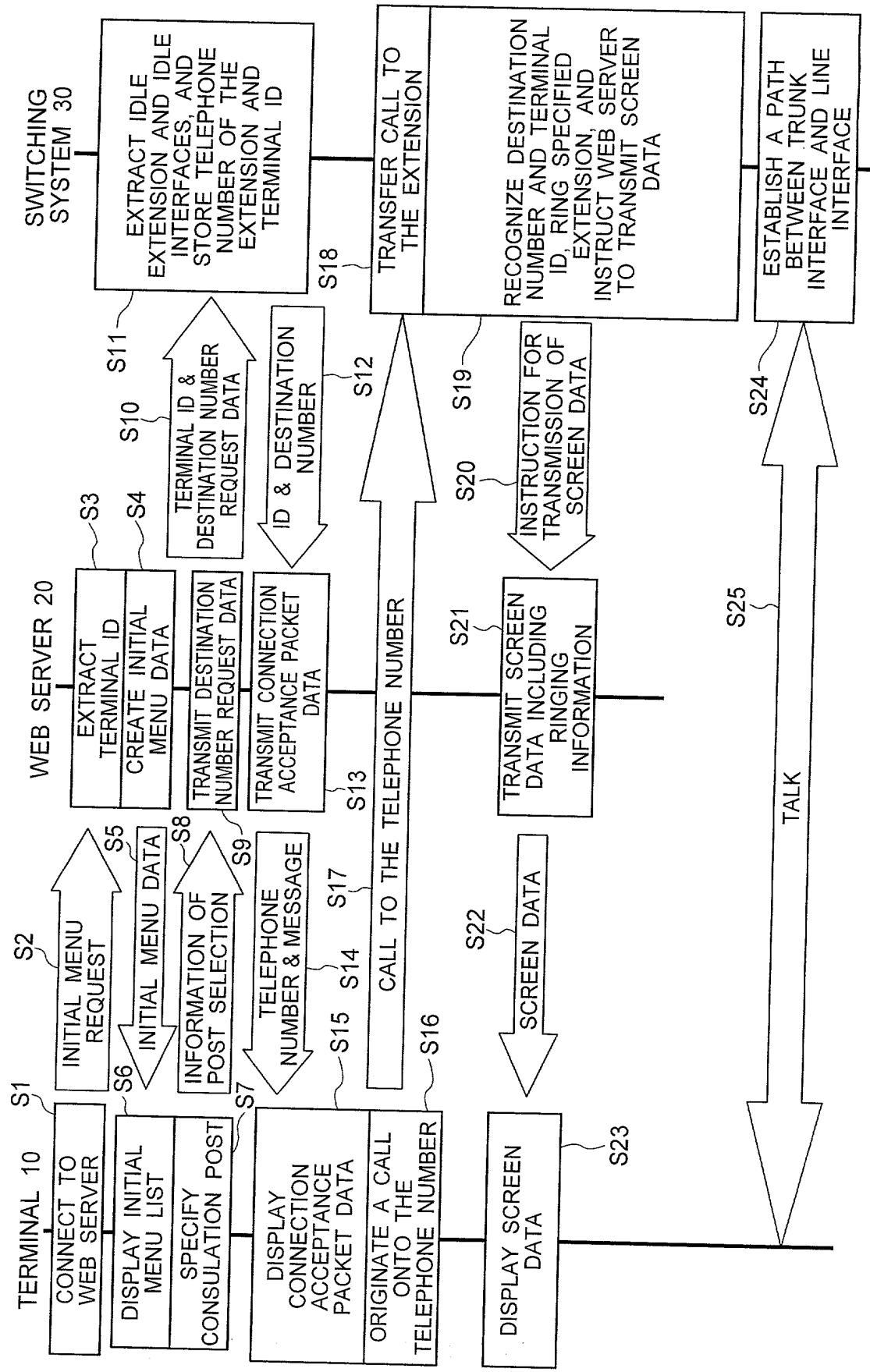


FIG. 3A
INITIAL SCREEN

【XXX AUTO. INSURANCE WEB ATTENDANT】

THANK YOU FOR CALLING
“PLEASE SELECT ONE OF FOLLOWING MENUS”

- ① CONSULTATION POST
- ② CONTENTS OF CONTRACT
- ③ RECEIPT OF ACCIDENT

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<HTML><HEAD>
<TITLE>【XXX AUTO. INSURANCE WEB ATTENDANT】</TITLE></HEAD>
<BODY>
<P><DIV ALIGN = CENTER> THANK YOU FOR CALLING <BR>
<P><DIV ALIGN = CENTER> PLEASE SELECT ONE OF FOLLOWIN MENUS
&#63879<A HREF = 1>CONSULTATION POST </A><BR>
&#63880<A HREF = 2>CONTENTS OF CONTRACT </A><BR>
&#63881<A HREF = 3>RECEIPT OF ACCIDENT </A><BR>
```

FIG. 3B

CONNECTION ACCEPTANCE SCREEN

【XXX AUTO. INSURANCE WEB ATTENDANT】
TELEPHONE NUMBER OF CONSULTATION POST
0471-XX-XXXX
DO YOU CONNECT ?

YES

NO

FIG. 3C

【XXX AUTO. INSURANCE WEB ATTENDANT】
“CALLING ONTO CONSULTATION POST.”
PLEASE WAIT IN A TELEPHONE MODE